



CALL CENTRE ANALYSIS

Total Calls	Answered Calls	Rejected Calls	Resolved Calls	Not Resolved Calls
5000	81.08%	18.92%	72.92%	27.08%

Answered and Rejected Calls

● Call Answered ● Call Rejected



Agent who answered maximum calls

Jim

Agent who got highest satisfaction rate

Becky

Calls by Topic

Topic	Total Calls
Admin Support	976
Contract related	976
Payment related	1007
Streaming	1022
Technical Support	1019
Total	5000

Month

All



Agent No. of total calls

Becky	631
Dan	633
Diane	633
Greg	624
Jim	666
Joe	593
Martha	638
Stewart	582

Total 5000

Avg. of Satisfaction rating

